



July 13, 2005

VIA OVERNIGHT MAIL

Ms. Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station, 2nd floor
Boston, MA 02110

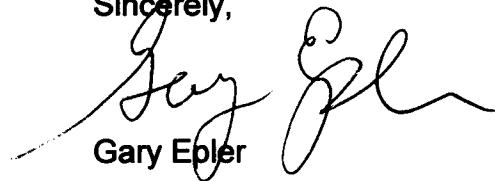
Re: Investigation by the Department Regarding Service
Quality Guidelines Established in Service Quality
Standards for Electric Distribution Companies and Local
Gas Distribution Companies, D.T.E. 04-116

Dear Secretary Cottrell:

Enclosed for filing on behalf of Fitchburg Gas and Electric Light Company d/b/a Unitil ("Unitil"), please find an original and one (1) copy of Unitil's responses to: (1) the Department's fourth set of information requests to all Electric Local Distribution Companies; (2) the Department's second set of information requests to all Gas Local Distribution Companies; and (3) the Department's second set of information requests to All Participants, in the above-referenced docket. As requested, copies of Unitil's responses are being sent by e-mail to the parties.

Thank you for your attention to this matter.

Sincerely,



Gary Epler

Enclosure

cc: Jody M. Stiefel, Hearing Officer

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